

## **ASSESSMENT BUSINESS SYSTEMS MANAGER**

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible administrative and managerial work in planning, organizing, directing, and coordinating the administrative and data management functions of the City Assessor's Office. Work involves responsibility for participation in long-term and strategic planning, policy development, and data management. Property data has social, environmental and economic value, and needs to be managed as a public resource. This position will lead the office effort to manage data efficiently and effectively. The employee works under the general supervision of the City Assessor who review the work upon completion for conformance with objective and/or policy level determinations.

#### Examples of Duties and Responsibilities:

Assist the City Assessor in planning, organizing, and controlling all operation of the department. Develop and recommend standards and controls to measure the degree of operational effectiveness, and review various functions on an ongoing basis to verify effectiveness and economy. Serve as the Civil Rights Coordinator for the Assessor's Office.

Develop departmental capital and operating budgets and payroll forecast for fiscal years. Process departmental budgetary forms as needed. Develop and maintain departmental budget account status records. Monitor office budget.

Direct the customer service functions of the Assessor's Office including providing information or clarification of procedure or process to the public and other agencies. Compile, review, and transmit special report requests. Monitor and respond to inquiries to the Assessor email box.

Maintain all assessment and property listing data. Ensure all local and state requirements are met in the maintenance of data. Prioritize efficient practices to allow sharing of the data at minimal cost. Compile and remit data in meaningful route for Performance Excellence purposes. Serve as Assessor's Office liaison to the IT Department. Coordinate and track open records requests in the office in concert with the City Assessor.

Supervise and control CAMA system input/output, coordinate process activities, system development, and maintenance of assessment data. Establish office protocols and training systems. Orient, train, and supervise data management personnel on CAMA and related requirements. Coordinate system requirements and maintenance with City, County, and State IT Departments.

Oversee and participate in the preparation of the assessment roll. Oversee and prepare assessment information which is released to the Mayor, Common Council, department/division heads, and the news media. Coordinate with IT on related problems and enhancements. Develop and implement the design of new and existing IT programs.

Supervise audit batch processing and maintenance reports for the real estate and personal property roll. Plan, organize, direct, and have final responsibility for the preparation of the assessment roll schedule to ensure that the final assessment roll, indexes, processing deeds, plat, lot splits, combinations, class shifts, and reports are complete and accurate and the statutory requirements are met.

Compile relevant data and prepare various reports mandated by statute to be remitted to the State Department of Revenue and other agencies. These include, but are not limited to, the Municipal Assessment Report (MAR), TIF Assessment Report (TAR), Statement of Assessment (SOA), and the Annual Assessment Report (AAR). Maintain Sales Ratio Study data for management review and submission to various agencies. Oversee and coordinate the review, analysis, and input of the Manufacturing Assessments submitted by the State Department of Revenue. Oversee and coordinate the distribution of the monthly building permits produced by building inspection. Prepare annual property assessment news release including compiling appropriate data.

Orient, train, and supervise the administrative, data management, and property listing staff. Provide general leadership to staff, provide consultation and advice on more complex and judgmental aspects of the work, and participate in the full range of employee relations. Assist in the interview and hiring process for all employees. Plan, organize, assign, monitor, and evaluate diverse Assessor's Office programs, staff and activities. Review work assignments, requirements, and review work product for completeness and accuracy. Coordinate staff schedules to ensure coverage for the office.

Oversee departmental payroll activities. Oversee and maintain departmental personnel transactions with Human Resources. Process necessary personnel forms and documents. Liaison with Human Resources and Payroll in resolving departmental issues.

Oversee and coordinate purchasing documents for the department utilizing required systems. Research purchasing problem and approve departmental invoices for payment and auditing utilize required systems.

Organize and coordinate administrative support for the Board of Assessors and Board of Review in accordance with Wisconsin State Statutes, governing policies and operating procedures. Oversee the preparation of agendas, reports, indexes, and proceedings. Oversee and assist in the development of a procedural manual for processes. Research Board actions. Respond to Board requests. Monitor and ensure compliance to statutory mandates for notices to property owners.

During Open Book, audit appraiser reports for completeness, accuracy, and statutory compliance. Prepare notices for property owners, ensure mailings are timely. Prepare reports for the City Assessor as required.

Perform related work as required.

## QUALIFICATIONS

### **Training and Experience:**

Generally, positions in this classification will require:

Three years of responsible experience in a comparable assessment program including data system development and maintenance responsibilities, which included or was supplemented by staff leadership and program administrative responsibilities. Such experience will normally be gained after graduation from an accredited college or university with a degree in Public or Business Administration or a related field. Successful completion of the City of Madison's Leadership Academy, including the project presentation and job shadowing assignment, may be used to substitute for the leadership experience requirement. Other combinations of training and/or experience, which can be demonstrated, to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

### **Knowledge, Skills and Abilities:**

Thorough knowledge of applicable governmental assessment activities. Thorough knowledge of assessment procedures, policies, and statutory requirements with annual data submission deadlines for the State Department of Revenue. Thorough knowledge of applicable principles of administration and management including supervisory practices, and budget development and control. Thorough knowledge of the principles of data management including development and maintenance of effective systems for tracking relevant data. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of open records statutes and requirements. Working knowledge of the Wisconsin Property Assessment Manual, state statutes, and case law governing the assessment process. Ability to plan and prioritize the work of staff and to hire, train, assist, supervise, evaluate, discipline, and counsel a large administrative and technical\paraprofessional staff. Ability to analyze administrative and operational problems and recommend and/or undertake practice solutions. Ability to collect, review and interpret data and to prepare statistical and narrative reports. Ability to establish and maintain effective working relationships. Ability to work effectively with multicultural populations. Ability to communicate effectively, both orally and in writing. Ability to maintain adequate attendance.

### Necessary Special Qualifications:

Certification by the State of Wisconsin as an Assessment Technician within the probation period. Failure to obtain the required certification during probation will result in removal from the position, absent extenuating circumstances.

The incumbent may be expected to attend meetings and provide presentations outside the normal work schedule, including evenings.

**Physical Requirements:**

Work is performed in an office environment and the incumbent will be expected to use office equipment such as a computer, telephone, and copier. Work is generally sedentary with the incumbent spending long periods of time working at a desk and on a computer.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Assessor's Office	18	14

Approved: \_\_\_\_\_  
Harper Donahue IV  
Human Resources Director

Date